CONTACT CENTER PLATFORM WITH AI

Your whole contact center, in one platform.

A two-page overview: what CSRScape is, the problems it solves, and what it includes.

01 In brief

CSRScape is a cloud contact center platform. It puts phones, Voice AI, SMS, email and web chat in one place, along with the tools to run the team behind them: routing, workforce planning, quality and coaching, and reporting. Agents work in a single workspace, supervisors see what is happening live, and managers get one reliable view of performance. All your agents need is a computer and a headset.

02 What it helps you do

- **Replace a patchwork of tools**
  Phone system, inbox, chat, workforce management, QA and reporting in one platform, with one contract, one login and one set of data.
- **See performance clearly**
  More than 100 contact center metrics are calculated automatically, with dashboards, scorecards and agent rankings ready to use.
- **Staff to demand**
  Forecast contact volumes, publish rosters, and track live agent status and schedule adherence through the day.
- **Handle more demand without adding headcount**
  AI agents answer calls, texts and chats day and night, verify customers and complete routine requests, then hand over to staff with full context.
- **Raise service consistency**
  Quality reviews, scorecards and coaching sessions are built in, so standards are measured and improved rather than assumed.
- **Scale across brands and sites**
  Run several brands from one account, each with its own numbers, mailboxes, chat widget and AI, plus controls over who can see and do what.

03 Proven in operation

8.5M
Calls handled
Historical, since July 2022

4.9M
Conversations
Historical, since July 2022

In production since July 2022
Running the contact center for a major multi-brand US self-storage operator, whose daily operation shaped the platform's tools.

04 Who it is for

Executives
One platform and one set of numbers for the whole customer operation.

Operations leaders
Control over cost, staffing and service levels across teams and brands.

Contact center managers
Live queues, adherence, QA and coaching in the same tool the agents use.

Agents
One workspace for every channel, with full customer history.

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05 Platform at a glance

MODULE	KEY FEATURES	WHY IT MATTERS
VOICE **Phone system & IVR**	Numbers, softphone, call flows, IVR and recording. Use our numbers or your own SIP trunk or Twilio.	A complete phone system with no hardware to buy.
AI **Voice AI & AI agents**	Answers calls, texts and chats naturally, verifies customers by SMS, completes actions and hands over with context.	Every contact gets answered, even after hours and at peak times.
CHANNELS **Omnichannel inbox**	SMS, email and web chat in one shared inbox, with branded mailboxes, a chat widget, templates and AI-drafted replies.	Every channel handled in one place with consistent service.
ROUTING **Queues & workflow**	Priority and language queues, live agent assignment, and rules that auto-assign, tag or close conversations.	The right contact reaches the right person, in the right order.
PEOPLE **Workforce management**	Volume forecasting, roster building and publishing, live agent status and schedule adherence.	Staffing matches demand and labour cost stays controlled.
QUALITY **Quality & coaching**	Interaction reviews, scorecards, coaching sessions and CSAT surveys.	Service standards are measurable and improving.
INSIGHT **Analytics & monitoring**	100+ automatic metrics, dashboards, stack ranking, AI contact-reason insights and live monitoring.	Decisions based on facts, not anecdotes.
CUSTOMERS **CRM, knowledge & campaigns**	Customer records beside every conversation, a shared knowledge base, and outbound campaigns across voice, SMS and email.	Agents have context, and outreach runs from the same platform.
CONTROL **Administration**	Multi-brand, roles and permissions, audit history. Integrates with Slack, Self Storage Manager, SiteLink and custom systems.	Governance, security and room to grow.

06 Getting started

- **Cloud-based, nothing to install.** Agents only need a computer and a headset.
- **Keep your numbers and carrier** if you need to, or use ours.
- **Start small and grow.** Begin with one channel or team and add AI, workforce and QA as you go.

07 Questions to ask internally

- How many separate tools do our agents and supervisors use today?
- Which contacts could AI resolve without involving a person?
- Can we see service levels, adherence and quality in a single view?

See it with your own operation in mind.

Book a walkthrough with our team, or start a free trial and explore the platform yourself.

Book a demo or ask us
Send a message to our team.
csrscape.com/contact

Start a free trial
Sign up and explore the platform.
app.csrscape.com/signup

Chat with us live
Use the chat on our website.
csrscape.com

SCAN TO CONTACT

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